NO RETAIL ANALOG

SBC #	FCC #	Category	Measure Name
NO RETAIL ANALOG EXISTS		**0**	
Pre-Ordering			*N*
1	2	OSS	Average Response Time for OSS Pre-Order Interfaces
2		OSS	Percent Responses Received within "x" seconds-OSS Interfaces
4	19	OSS	OSS Interface Availability
5	1	FOC	Percent Firm Order Confirmations (FOCs) Returned within "X" Hours
7		Comp	Percent Mechanized Completions Returned Within 1 Hour of Completion in SORD
7.1	4d	Comp	Percent Mechanized Completions Returned Within 1 Day of Work Completion
10		Rej	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in LASR
10.1		Rej	Percent Mechanized Rejects Returned within 1 Hour of Receipt of Reject in LASR (percentage of mechanized rejects w/in 1 hr of the receipt of LSR from CLEC.)
10.2		Rej	Percent Mechanized Rejects Received Electronically and Returned within 5 hours
10.3		Rej	Percent Manual Rejects Received Manually and Returned Within 5 Hours
11		Rej	Mean Time To Return Mechanized Rejects
11.1		Rej	Mean Time To Return Manual Rejects that are Received Electronically via LEX or EDI
11.2		Rej	Mean Time to Return Manual Rejects that are Received thru the Manual Process
Billing			
15		BL	Percent of Accurate and Complete Formatted Mechanized Bills
16		BL	Percent of Usage Records Transmitted Correctly
Local Number Portability (LNP)			
91		LNP	Percentage of LNP Only Due Dates within Industry Guidelines
92		LNP	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour (T2) Timer
93		LNP	Percentage of Customer Account Restructured Prior to LNP Due Date
94	1	FOC	Percent FOCs Received Within "X" Hours
95		Rej	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes
96	16	LNP	Percentage Pre-Mature Disconnects (Coordinated Cutovers)
97		LNP	Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date
100		LNP	Average Time of Out of Service for LNP Conversions
101		LNP	Percent Out of Service < 60 Minutes
Poles, Conduit, and Rights of Way			
105		CL	Percentage of Requests Processed Within 35 Days
106		CL	Average Days Required to Process a Request
Directory Assistance Database			
110		Misc	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs
111		Misc	Average Update Interval for DA Database for Facility Based CLECs
112		Misc	Percentage DA Database Accuracy for Manual Updates
113		Misc	Percentage of Electronic Updates that Flow Through the DSR Process Without Manual Intervention
Coordinated Conversions			
114		CC	Percentage of Premature Disconnects (Coordinated Cutovers)
115		CC	Percentage of SWBT Caused Delayed Coordinated Cutovers
Bona Fide Request Process (BFRs)			
120		BFR	Percentage of Requests Processed Within 30 Business Days
121		BFR	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days

01/11/2000